



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

UNCLASSIFIED

INFORMATION TECHNOLOGY CONTRACT MANAGER

Class No. 000995

■ CLASSIFICATION PURPOSE

To perform contract management and coordinate with provider on contractual issues; to develop and monitor project schedules; to negotiate minor change orders; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

Information Technology Contract Manager class is in the Unclassified Service and is allocated only to the County Technology Office. Under administrative direction, incumbents in this class report directly to the Chief Technology Officer (CTO) and are responsible for the implementation and monitoring of contracted services provided by external vendors/providers of information technology (IT) services. They are also responsible for the negotiation of minor change orders with vendors. In addition, incumbents may be involved in the development and recommendation of County-wide IT policy.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.

Essential Functions:

1. Formulates and administers Countywide information technology contracts/policies within assigned applications.
2. Facilitates strategic and operational planning.
3. Performs contract management and coordinates with providers on contractual issues.
4. Interprets and implements contracting policy and procedures relating to IT services.
5. Performs internal and external billing review and reconciles discrepancies with vendors.
6. Monitors performance of vendors/providers of IT functions by evaluating performance indicators and relevant documentation to ensure they adhere to established standards.
7. Conducts audits of providers' services.
8. Develops and monitors contract compliance and recommends program design and future service plans.
9. Prepares feasibility studies and project schedules.
10. Oversees contract administration and set-up of reporting systems and administrative procedures for contracting parties.
11. Coordinates operational issues and resolution of issues as they relate to external funding mechanisms.
12. Processes change orders.
13. Monitors, analyzes, and reports variances.
14. Monitors expenditures and revenue to assure compliance with contracts.
15. Verifies all required activities are performed by IT providers and confirms with customer departments to ensure programs/applications meet the requested objectives.
16. Researches and evaluates new technology methods.
17. Participates on various committees and/or task forces.

18. Reviews and analyzes justifications for new and expanded programs and/or contracts.
19. Performs analyses of organizational and administrative operations.
20. Defines parameters of identified contracts.
21. Prepares reports and presents oral and written reports to CTO and department heads on progress and status of related IT contracts.
22. Interprets relevant State and Federal laws.
23. Interprets and enforces minimal acceptable standard levels (MASL's).
24. Performs financial analysis and reviews and supervises the analysis of data.
25. Conducts special studies as needed.
26. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Procedures and policies governing contract administration.
- State and Federal laws and requirements as they relate to government contracts.
- Data collection, analysis, and display.
- County contracting policy and procedures.
- Governmental accounting.
- County functions, organizations, and operations.
- Program sources of income and reimbursement of overcharges.
- Record keeping.
- Audit principles and procedures.
- Statistics and application of statistical methods.
- Principles of automated information systems.
- Principles of cost/benefit analyses and contract monitoring.
- Information Technology.
- The General Management System in principle and in practice.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Analyze and recommend changes in IT methods, systems, policies, and procedures.
- Exercise independence in identifying, defining and selecting study methods.
- Communicate effectively orally and in writing.
- Research, compile, analyze, interpret, and disseminate data and information.
- Utilize quantitative and qualitative management approaches and techniques.
- Read and interpret complex documents, legislation, and policies.
- Develop, understand, and manage information systems.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Any combination of education, training, and/or experience that would demonstrate possession of the knowledge, skills, and abilities listed above. **An example of qualifying education/experience is: a bachelor's degree from an accredited college or university in business or public administration, computer science, Information Technology, or closely related field; AND, at least five (5) years of supervisory/management experience with responsibility and accountability for administering and managing information technology contracts.**

Note: Additional years of directly related verifiable experience or Information Technology coursework may be substituted for the education/experience requirements on a year for year basis.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens. Site visits.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Persons serving in positions in the Unclassified Service do not accrue tenure and serve at the pleasure of the appointing authority (Charter of the County of San Diego Section 909.2).

**New: June 18, 1999
Revised: Spring 2003
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